

Remington Arms Co., Inc.
Product Service
Legal Case #:6656

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/7/2011	11/15/2012	10/6/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kelly	Edwards	14147 Pheasant Hollow Ln	Riverton	UT	84065		C 801-580-3602 E edwards1400@earthlink.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI

PD hole in ceiling and roof

Cause:4015 Improper Maintenance

Concern:1006 Unexplained Discharge Safe OFF

Unknown

S

C

10/7/11 Per call and email from Edwards, incid # 111007-000008, He keeps the magazines loaded in this firearms when they are locked in his safe. He does not have one in the chamber though. 9/20/12 Received an email from Edwards stating, "Today I took my rifle to the gun range after about 1 year of talking to you, the first round I put in chamber the bolt never held again, with a whitess that seen every move that I made, I never touched the trigger it missfired again, then the next one chamberd fine in the gun and it worked good and the bolt did not slip on the next 3 rounds.I will not ship my gun to any one, I have not cleaned the gun yet from last year, please call me I will take this gun myself to a dealer of your choice to show them. Kelly Edwards 801-580-3602."cm 9/20 Email from Edwards, he did not want to send it because he may be charged for repairs. He feels we should pay \$685 for repair of his ceiling. He will send after we refund for the damages.cm 11/14/12 "I was in the process to clean that rifle that misfired, I had to take the bullets out first. Of course I did not clean that gun before I sent to you, It don't matter how dirty it may get it, This particular model is definitely a problem it's all over the Internet about that particular model, Christie all I want is my refund for getting my house fixed for the misfire damage, and my rifle back, then I will be 100% satisfied."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM	n/a	A6448219		4/28/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	SCHOELLKOPF CARROLLTON TX		N			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Return as received						
	Repair/Replacement Cost	Repair/Replacement Date				

10/7/11 Waiting for Edwards to call Monday. He does not want to ship to us. He may have a local gunsmith go with him to the range and shoot it & see if they duplicate it. He can video tape it and may send it to us for us to video from opening through inspection. He will let me know Monday if he will send it to the factory.cm 10/20/11 Spoke with Edwards. I will send him a

letter stating our intentions to video opening the container through inspection. Will send it to D. Watkins. Emailing letter & ARS.cm 9/20/12 My reply, "Mr. Edwards, this rifle was produced in 1977. I cannot diagnose the problem sight unseen. I sent a prepaid shipping label to you last year in order for the rifle to come in for inspection. If you have had a problem and it was not inspected and repaired than you may continue to have problems with it. Dealers will not handle the repair due to the property damage claim. I must advise that you discontinue using the rifle until it can come to the manufacturing plant for inspection and repair. If you need another prepaid shipping label I will be glad to send that to you."cm 9/20/12 Sent email from Edwards at 10:23 to L. Coe. Also sending her hardcopy of all info in case file for D. Watkins or Legal to respond or instruct me on proceeding.cm 10/1/12 Tried to call Edwards, he is not at work today. Emailed him again mentioning the rifle must be inspected. We can inspect only, put on hold, contact him with results & he can have it returned as rec'd if he does not agree with it or the resolution.cm 10/3 Sending box.cm 11/12/12 I emailed Kelly inspect info. We will prepare a full write-up next week that we can send to you regarding the inspection results." I offered to clean the fire control no charge before returning it and asked about his cleaning procedure? I offered to replace TPA at BLSM price.cm 11/15 Ret as rec'd.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Derek Watkins
	Exam Date		11/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		
Cause	4015	Improper Maintenance	The fire control was covered in a sticky unidentified substance. This substance acted like a glue which retarded the sear and trigger's ability to move. During testing a delayed firing was observed, due to the retarded motion of the sear. The sear
Barrel	Description		Standard Contour
	Date Code		CO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	in spec.
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	The actuator on the trigger housing was "glued" in place by an unknown substance (possibly a dried i
Extractor	Condition	Like new; Functioning	
	Cut Condition	---Select---	n/a
	Ext/Eject Test	False	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
	Exterior	Slightly Worn;	

Overall	Condition	Functioning	
	Stock Condition	Like new; Functioning	Aftermarket Ramline Stock - plastic
	Fore End Condition	--Select--	n/a
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		abused, functioning
	Function	---Select---	
Tests	Test Fired	False	n/a
	Feeding Test	False	n/a
Trigger	Condition	Abused; Not Functioning	failed one firing test, passed 5 follow downs, passed 5 fire on safety release tests, passed 5 trick
	Pull	---Select---	Measured 6.59 lb average of 5 pulls
	Altered	False	inadvertently altered through the use of what appears to be an improper lubricant.

Mitchell, Christy

From: Edwards [edwards1400@earthlink.net]
Sent: Wednesday, September 19, 2012 10:01 PM
To: Mitchell, Christy
Subject: My Remington, still missfires!

Hi Christy, Today I took my rifle to the gun range after about 1 year of talking to you, the first round I put in chamber the bolt never held again, with a whitens that seen every move that I made, I never touched the trigger it missfired again, then the next one chamberd fine in the gun and it worked good and the bolt did not slip on the next 3 rounds. I will not ship my gun to any one, I have not cleaned the gun yet from last year, please call me I will take this gun myself to a dealer of your choice to show them. Kelly Edwards 801-580-3602. -----

Original Message-----

>From: "Mitchell, Christy" <Christy.Mitchell@remington.com>
>Sent: Oct 21, 2011 11:48 AM
>To: "edwards1400@earthlink.net" <edwards1400@earthlink.net>
>Subject: UPS ground prepaid shipping label

>>

>Christy Mitchell

>>

>-----Original Message-----

>From: mad2-sharp-front@remington.com
>[mailto:mad2-sharp-front@remington.com] On Behalf Of mad2-sharp-front@
>Sent: Friday, October 21, 2011 2:07 PM
>To: Mitchell, Christy
>Subject: Scanned image from MX-M503N

>

>Reply to: mad2-sharp-front@remington.com

><mad2-sharp-front@remington.com> Device Name: Not Set Device Model:

>MX-M503N

>Location: Not Set

>

>File Format: PDF MMR(G4)

>Resolution: 200dpi x 200dpi

>

>Attached file is scanned image in PDF format.

>Use Acrobat(R)Reader(R) or Adobe(R)Reader(R) of Adobe Systems Incorporated to view the document.

>Adobe(R)Reader(R) can be downloaded from the following URL:

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www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	10/20/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: A6448219 Model 700			

LABEL INFORMATION

MAIL LABEL TO:	Kelly Edwards 14147 Pheasant Hollow Ln Riverton, UT 84065
RETURN ITEM TO:	Remington Product Service inspect Case #6656 Remington R&D Attn: Derek Watkins <i>only</i> 315 W. Ring Rd Elizabethtown, KY 42701

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 21, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066723296
REF 1: KELLY EDWARDS/CD/CM
REF 2: CASE#6656/A6448219/MODEL700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.27 PUB+HANDLING 10.27

1 OF 1

RETURN SERVICE
CUSTOMER RECEIPTSHIP TO:
ATTN: DEREK WATKINS ONLY/
REMINGTON ARMS
315 W. RING RD
ELIZABETHTOWN KY 42701CUSTOMER SERVICE
800-742-6877

PACKAGE CONTENTS: Firearms.

REF 1: KELLY EDWARDS/CD/CM
REF 2: CASE#6656/A6448219/MODEL700

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THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6672 3296



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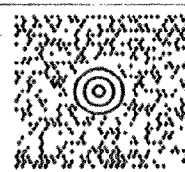
KELLY EDWARDS
14147 PHEASANT HOLLOW LANE
RIVERTON UT 84065

10 LBS

1 OF 1

RS

SHIP TO:

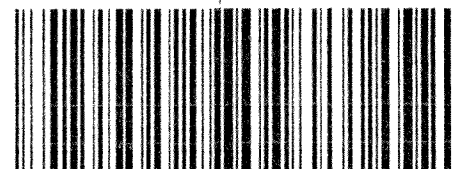
ATTN: DEREK WATKINS ONLY/CASE#6656
REMINGTON ARMS
315 W. RING RD
ELIZABETHTOWN KY 42701

KY 402 9-04



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6672 3296

BILLING: 3RD PARTY
DESC: Firearms
RETURN SERVICEREF 1: KELLY EDWARDS/CD/CM
REF 2: CASE#6656/A6448219/MODEL700

HS 12.0.17

LP2442 18.0A 07/2011



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Discussion Thread	
Status	Customer (Edwards) 10/07/2011 03:56 AM
Resolved	To whom it may concern.
Assigned To	
Specified	
Specified	
Issue	
Created	
10/07/2011 03:56 AM	
Initial Solution Response	
Updated	
10/07/2011 03:56 AM	
Customer SmartSense	
(on -3 to +3 scale)	
Off SmartSense	
(on -3 to +3 scale)	

My name is Kelly T Edwards of Bluffdale Utah, Committee member of the Rocky Mountain Elk Foundation. I own several Remington rifles, tonight I was getting my 7mm model 700 ready for hunting this weekend, when it MISFIRED in my house. Being a seasoned gun owner I am very careful with my firearm, and know what I am doing at all times. I did call the police, and get a police report, the case number is 11BD01001. I have owned this rifle over 15 years, it has never been modified, it has been cleaned regularly. I swear in the name of God, and over my mothers grave this rifle MISFIRED, and could have killed someone! THIS IS A DANGEROUS RIFLE AND I OWN 5 MODEL 700s I have always enjoyed. Please call me, my cell# is 801-580-3602 I am still in shock! How do I get confidence back for the rifles?

Primary Contact

First Name:
Last Name: Edwards
Organization:
Login: edwards1400@earthlink.net
Title:
Contact Type:
Email: edwards1400@earthlink.net
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information